

of basic local exchange service are providing basic local exchange service.

723-29-2.1.26 Routing - The central office programming required to transport a 9-1-1 call to the correct 9-1-1 Tandem.

723-29-2.1.27 Selective Routing - The capability of routing a 9-1-1 call to a designated PSAP based upon the seven-digit telephone number of the subscriber dialing 9-1-1.

723-29-2.1.28 TDD/Text Phone - A telecommunications device for use by deaf persons that employs graphic communication in the transmission of coded signals through a wire or radio communication system.

723-29-2.1.29 Telecommunications Device for the Deaf (TDD)/Text Phone Emergency Access provides 9-1-1 access to individuals that use TDDs and computer modems.

723-29-2.1.30 Telecommunications Relay Services provide the ability for hearing- or speech-impaired individuals to communicate, by wire or radio, with a hearing individual in a manner that is functionally equivalent to communication by an individual without a hearing or speech impairment. This definition includes telecommunication relay services that enable two-way communications between an individual who uses a TDD or other non-voice terminal device and an individual who does not use such a device.

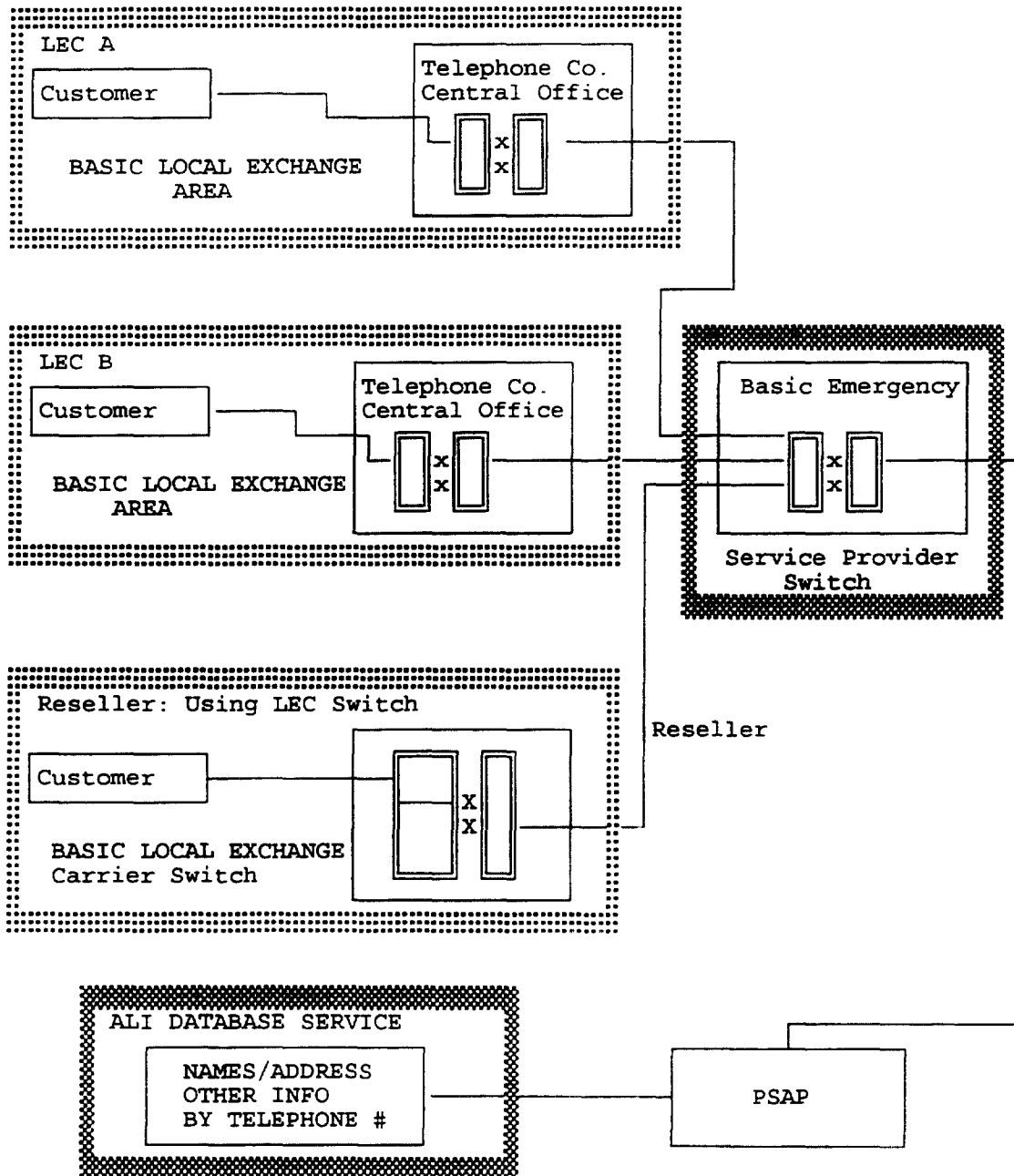
723-29-2.2 Service Descriptions.

723-29-2.2.1 Basic Emergency Service - The telecommunications service that aggregates and transports 9-1-1 calls to a PSAP. The aggregation of calls is the process of collecting 9-1-1 calls from one or more local exchange switches

that serve a geographic area for the purpose of transporting them to the authority designated to receive such calls. This service may be provided to a governing body by connections between the PSAP and a local exchange central office switch, connections to a 9-1-1 Tandem, or other technology. In many instances an ALI database also may be interconnected with the other components of the service.

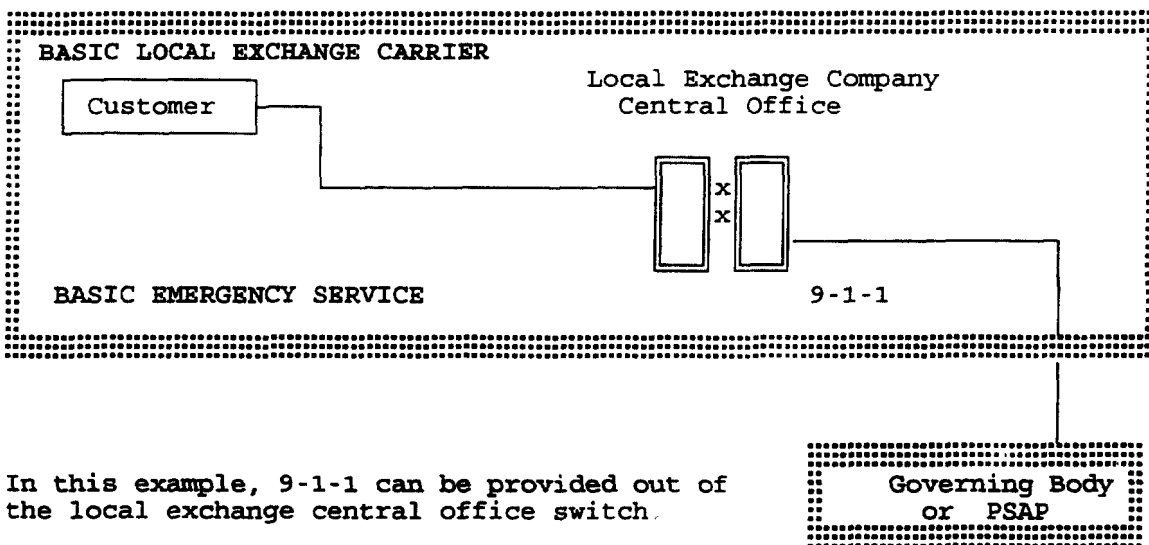
723-29-Figure 1 illustrates three basic local exchange carriers serving a geographic area and the provision of 9-1-1 service to a PSAP.

723-29-Figure 1.



723-29-Figure 2 illustrates an alternative form of basic emergency service, where a basic local exchange carrier is also a basic emergency service provider and is providing "basic" 9-1-1 service to a governing body:

723-29-Figure 2.



In this example, 9-1-1 can be provided out of the local exchange central office switch.

723-29-2.2.2 ALI Database Service - This service is integral to the provision of Enhanced 9-1-1 (E 9-1-1) services. The Basic Local Exchange Carrier shall provide to the ALI database Provider access on a timely basis to all telephone numbers, including non-published and non-listed numbers, that are maintained by the basic local exchange carriers or resellers. E 9-1-1 service is distinguished from 9-1-1 service in the ability of the basic emergency service provider to provide greater routing flexibility for 9-1-1 calls based on information that is placed in a computer database. The ALI

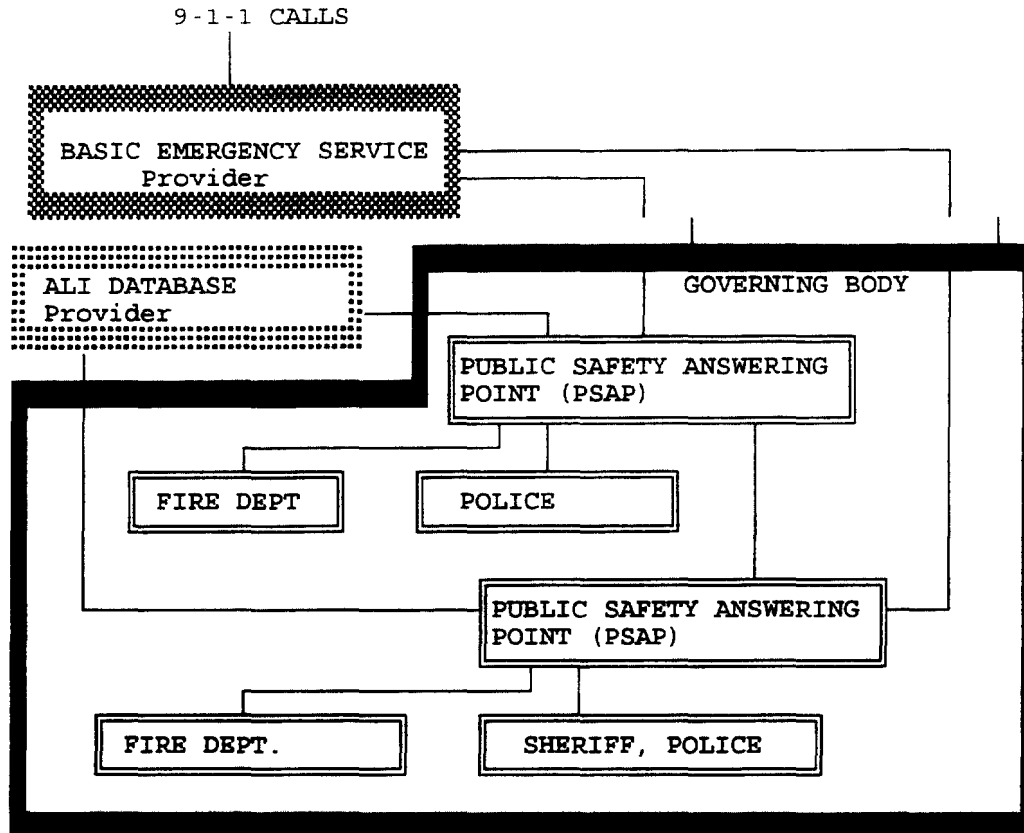
database also provides the means for the PSAP to display the address as well as the telephone number for incoming 9-1-1 calls and additional customer provided information about the 9-1-1 caller's location.

Due to the requirement for the ALI database Provider to have access to all telephone numbers (including non-published and non-listed numbers) from the basic local exchange carriers, and the vested interest of this Commission in the adequacy, installation, and operation of services critical for the provision of emergency calls, non-disclosure agreements, consistent with Rule 10, shall be signed by the ALI database provider(s). If an ALI database provider does not execute a non-disclosure agreement, the LEC and BESP shall not provide the above information.

723-29-2.2.3 Governing Body - The governing body through its PSAP is responsible for receiving the 9-1-1 calls from the basic emergency service provider and, if applicable, ALI database information. The governing body, through the use of its PSAP(s), forwards the 9-1-1 call, and where applicable, the ALI database information to the proper public agency such as the fire department, sheriff, or police.

723-29-Figure 3 illustrates this process:

723-29-Figure 3.



**RULE 4 CCR 723-29-3. PROCESS FOR CERTIFICATION OF BASIC EMERGENCY SERVICE PROVIDERS.**

723-29-3.1 The Commission finds and declares that the public convenience and necessity requires the availability, and when requested the provision, of basic emergency service within each local exchange area in Colorado, and further that such basic emergency service is vital to the public health and safety

and shall be provided solely by properly certificated basic emergency service providers.

723-29-3.2 The Commission, upon receipt of a complaint, upon its own motion, or upon approval of an application from another provider, may certify additional or different basic emergency service providers to offer basic emergency service if such certification is in the public interest. Until such time as the Commission has acted upon the report submitted by the Task Force pursuant to Rule 13.1 of this Rule, each application for certification shall be considered on a case-by-case basis.

723-29-3.3 An application for authority to provide basic emergency service shall contain all information required pursuant to the Rules Regulating the Authority to Offer Local Exchange Telecommunications Services of the Colorado Public Utilities Commission, as well as the following information:

723-29-3.3.1 The geographic area intended to be served ;

723-29-3.3.2 The name, address, and telephone number of each the basic local exchange carrier or reseller holding a Certificate of Public Convenience and Necessity issued pursuant to the Rules Regulating the Authority to Offer Local Exchange

Telecommunications Services of the Commission to serve the geographic area that is the subject of the application;

723-29-3.3.3 If the applicant has previously filed with the Commission current reports that contain the information required in this Rule 3, it may confirm formally in writing as true and accurate that such filing has been made previously and designate the date and title of such filing for the Commission's reference .

723-29-3.4 The applicant shall provide a detailed statement describing the means by which it will provide basic emergency service. This statement shall include, but not be limited to:

723-29-3.4.1 The technical specifications for the system that will be utilized to provide the basic emergency services, including information on emergency restoration of the system;

723-29-3.4.2 Any inter-company agreement used to implement and operate the service;

723-29-3.4.3 Any agreement with ALI database providers;

723-29-3.4.4 Any inter-governmental agreements regarding governing bodies or PSAPs; and,



723-29-3.4.5 Tariffs or proposed tariffs.

723-29-3.5 The applicant shall provide a current, audited financial statement showing that the applicant's assets, liabilities, and net worth are sufficient to provide basic emergency service and/or ALI database service as defined by these rules;

723-29-3.6 The applicant shall provide the name and address of the applicant's representative or agent, if any, to whom all inquiries should be made;

723-29-3.7 The applicant shall provide a statement that the applicant will provide basic emergency service in accordance with these rules, the applicable quality of service rules found at 4 CCR 723-2, and with quality of service rules and regulations as may later be adopted by the Commission.

**RULE 4 CCR 723-29-4. UNIFORM SYSTEM OF ACCOUNTS AND COST SEGREGATION.** All basic emergency service providers shall maintain their books and records and perform separation of costs as prescribed at 4 CCR 723-27, or as otherwise prescribed by the Commission.

**RULE 4 CCR 723-29-5.      BASIC EMERGENCY SERVICE PROVIDERS.**

723-29-5.1    The        basic    emergency    service    provider  
certificated by the Commission pursuant to Rule 3 of this Rule,  
shall arrange to obtain facilities from all basic local exchange  
carriers that have customers in the area designated by the  
governing body for the aggregation and transmission of 9-1-1  
calls or E 9-1-1 calls to the PSAP responsible for answering  
9-1-1 calls in that area.

723-29-5.2    At the request of the basic local exchange  
carrier within the area specified by the governing body, the  
basic emergency service provider certificated by the Commission  
pursuant to Rule 3 of this Rule, shall provide and/or arrange  
for the necessary facilities to interconnect, switch and  
transport 9-1-1 calls from the basic local exchange carriers to  
the PSAP that is responsible for answering the 9-1-1 calls. The  
basic emergency service provider shall interconnect with the  
basic local exchange carrier in a timely manner, generally not  
to exceed 30 days from the time the basic emergency service  
provider receives a written order from the basic local exchange  
carrier as follows:

723-29-5.2.1    Dedicated facilities for connecting each  
basic local exchange telephone switch to the basic emergency

service provider shall be based on the requirements established by the basic emergency service provider to serve the telephone lines within that local exchange switch; or

723-29-5.2.2 If shared or common facility groups are used to transport calls from the basic local exchange carrier to the basic emergency service provider, they shall be sized to carry the additional call volume requirements. In addition, common or shared groups shall be arranged to provide 9-1-1 calls on a priority basis where economically and technically feasible.

723-29-5.3 The basic emergency service provider shall develop and file with the Commission tariffs that establish state-wide-averaged, cost-based rates for basic emergency services provided to the geographic area it serves. The costs of providing such services shall include the costs to the basic emergency service provider of E 9-1-1 related facilities furnished to it by all basic local exchange carriers or resellers in the geographic area as well as the costs of the E 9-1-1 related facilities provided by the basic emergency service provider.

723-29-5.4 A basic emergency service provider shall render a single monthly bill to the appropriate governing body for service in the requested geographic area.

723-29-5.5 Basic emergency service providers shall ensure that telecommunication services are available, to the extent possible and in the most efficient manner, for transmitting 9-1-1 calls from hearing and speech impaired persons to the appropriate PSAP.

723-29-5.6 Any basic emergency service provider shall ensure that all E 9-1-1 facilities of the basic emergency service provider, including interconnections between it and the basic local exchange carriers are engineered, installed, maintained and monitored in order to provide a minimum of two circuits and a minimum grade of service that has one percent (P.01) or less blocking.

723-29-5.7 To expedite the restoration of service following 9-1-1 failures or outages, each basic emergency service provider shall designate a telephone number that PSAPs or LECs can use to report trouble. Such telephone number will be manned 7 days a week, 24 hours a day by personnel capable of processing the call to initiate immediate corrective action.

723-29-5.8 The basic emergency service provider shall provide basic emergency service in accordance with these rules, the applicable quality of service rules found at 4 CCR 723-2,

and with quality of service rules and regulations as may later be adopted by the Commission.

**RULE 4 CCR 723-29-6.      ALI DATABASE PROVIDERS.**

723-29-6.1    The ALI database provider should provide sufficient facilities to interconnect its database to the PSAPs to meet the requirements of the governing body.

723-29-6.2    If the ALI database provider is not the basic emergency service provider, it should provide to the basic emergency service provider, for the geographic area served, all information required by the basic emergency service provider to ensure that calls are routed from the end use customers to the correct PSAP .

723-29-6.3    No Basic Emergency Service Provider or Basic Local Exchange Carrier shall interconnect with an ALI database provider unless the ALI database provider provides sufficient facilities to interconnect its database to the PSAPs to meet the requirements of a governing body and complies with Rules 6.1 and 6.2 and the relevant provisions of Rule 10 of these rules.

723-29-6.4    If the ALI database provider is also a Basic Emergency Service Provider or Basic Local Exchange Carrier, the ALI database provider shall interconnect in a timely manner.

**RULE 4 CCR 723-29-7.      BASIC LOCAL EXCHANGE CARRIERS.**

723-29-7.1 All basic local exchange carriers in a geographic area for which a governing body has requested the provision of 9-1-1 service shall deliver 9-1-1 calls, at an agreed point of interconnection within that geographic areas, to the certificated basic emergency service provider at tariffed rates. If the basic emergency service provider and the basic local exchange carrier or reseller agree, direct trunks, tandem switched trunks, common or joint circuits may be used to transport calls from the basic local exchange carrier or reseller to the PSAP.

723-29-7.2 All basic local exchange carriers shall furnish name, address and telephone number information, generally within 24 hours and in accordance with Rule 14 for all customers of the basic local exchange carrier, including non-published or non-listed customers, to the ALI database providers, and the basic emergency service provider for the provision of 9-1-1 services. All basic local exchange carriers shall furnish such information only after each recipient has stated formally in writing that the recipient has complied with Rule 10 of these Rules. All costs for furnishing this information and updates to this information shall be considered as part of basic local exchange

service and shall be recovered through the non-recurring basic local exchange rates, unless provided for in a separate tariff.

723-29-7.3 The basic local exchange carrier shall ensure that all E 9-1-1 facilities and interconnections between it and the basic emergency service provider are engineered, installed, maintained and monitored to provide a minimum of two circuits and a grade of service that has one percent (P.01) or less blocking.

723-29-7.4 To expedite the restoration of service following 9-1-1 failures or outages, each basic local exchange carrier shall designate a telephone number that PSAPs or BESPs can use to report trouble. Such telephone number will be manned 7 days a week, 24 hours a day by personnel capable of processing the call to initiate immediate corrective action.

**RULE 4 CCR 723-29-8.      RESELLERS OF BASIC LOCAL EXCHANGE SERVICE.**

723-29-8.1 If a reseller is utilizing the facilities of a certificated basic local exchange carrier, the reseller shall ensure that the underlying basic local exchange carrier has sufficient facilities to transport the 9-1-1 calls from the reseller's customers to the basic emergency service provider.

723-29-8.2 If the reseller is utilizing a switch, for example a private branch exchange switch ("PBX"), to aggregate or switch calls before the calls are terminated in the facilities of a basic local exchange carrier, holding a Certificate of Public Convenience and Necessity issued pursuant to the Rules Regulating the Authority to Offer Local Exchange Telecommunications Services of the Commission, the reseller shall ensure that its switch is capable of delivering ANI for each telephone extension connected to the switch on 9-1-1 calls to the basic emergency service provider.

**RULE 4 CCR 723-29-9. COIN PHONE PROVIDERS.** A basic local exchange carrier shall not interconnect with a coin (less) phone provider unless that provider:

723-29-9.1 Arranges telephones to place a 9-1-1 call without requiring deposit of coin or application of another charge; and

723-29-9.2 Provides the ALI database providers, the certified local exchange carrier that provided the dial tone connection, the governing body and the basic emergency service provider with the name and location information in accordance with Rule 14.



723-29-9.3 The prohibition in this Rule 9 shall not apply to coin phones provided to inmates in penal institutions where access to 9-1-1 is not required.

**RULE 4 CCR 723-29-10. NON-DISCLOSURE OF NAME/NUMBER/ADDRESS INFORMATION.**

723-29-10.1 Pursuant to the Privacy Rules found at 4 CCR 723-7, no basic local exchange carrier shall disclose personal information of any person to any basic emergency service provider, ALI database provider, governing body or PSAP unless each potential recipient of personal information has stated formally in writing to the basic local exchange carrier or reseller of basic local exchange service that it has agreed to non-disclosure of personal information consistent with this Rule 10.

723-29-10.2 ALI database information shall not be used for purposes other than for responding to requests for 9-1-1 emergency assistance. For example, the ALI database contains listed as well as non-listed and non-published telephone numbers. Use of the ALI database to obtain non-listed or non-published numbers for purposes other than responding to requests for 9-1-1 emergency assistance is prohibited. However, a query,

or reverse search of the ALI database, initiated at the PSAP to electronically obtain the ALI data associated with a known telephone for purposes of handling an 9-1-1 emergency call is permitted.

723-29-10.3 If personal information is improperly disclosed by the basic emergency service provider, the person responsible for disclosing it shall pay the applicable tariffed rates of the basic local exchange carrier or reseller for changing a customer's telephone number, unless the customer declines such number change.

**RULE 4 CCR 723-29-11. PRIORITY SERVICE RESTORATION/DIVERSE ROUTING.**

723-29-11.1 Facilities for 9-1-1 Service shall be diversely routed, using different circuit routes wherever feasible. When diverse routing is requested by the governing body, the basic emergency service provider shall develop cost-based tariffed rates for diverse routing of 9-1-1 circuits. Basic local exchange carriers shall ensure that current 9-1-1 circuit routing profiles are maintained and that circuits are individually tagged where possible to prevent inadvertent disruption. Upon request by the governing body for priority

service restoration, basic local exchange carriers and basic emergency service providers shall develop and implement cost-based tariffed rates for priority service restoration of 9-1-1 services.

723-29-11.2 The basic emergency service provider and the basic local exchange carrier shall work cooperatively with the PSAP to ensure an effective way of tracking the report of a 9-1-1 failure or outage, for example a trouble ticket number could be issued in order to track such a failure or outage.

723-29-11.3 The Basic Emergency Service Provider shall notify a person, agency, or responsible party designated by the governing body regarding a present or potential 9-1-1 failure or outage. The Basic Emergency Service Provider shall notify the designee of the governing body immediately of the nature, extent, and actions being taken to correct the present or potential 9-1-1 failure or outage to the extent known by the Basic Emergency Service Provider. In the event the PSAP detects a failure in the 9-1-1 system, the PSAP shall immediately notify the Basic Emergency Service Provider in that geographic area of the failure.

723-29-11.4 The basic local exchange carrier and the basic emergency service provider, with the governing body, shall

develop a 9-1-1 Contingency Plan. This plan shall detail the actions to be taken in the event of a 9-1-1 failure or outage. The basic emergency service provider shall maintain a copy of each of these plans. As a courtesy, the basic emergency provider is encouraged to provide a copy of the plan to the Commission. The basic local exchange carriers and basic emergency service providers shall notify the PSAPs of any changes in the network which may require a change to the previously agreed upon 9-1-1 Contingency Plan. Nothing in this Rule shall preclude the basic emergency service provider or the basic local exchange carrier from the developing and tariffing permanent equipment or alternate route solutions to mitigate 9-1-1 failures or outages.

A 9-1-1 Contingency Plan might include:

723-29-11.4.1 Arrange to temporarily re-route 9-1-1 calls to another PSAP, or

723-29-11.4.2 Arrange, with the cooperation of the basic local exchange carrier to route 9-1-1 calls to a local telephone number, or

723-29-11.4.3 Provide another mutually agreed upon temporary solution so that 9-1-1 calls can be answered until 9-1-1 Service is restored.

723-29-11.5 If a 9-1-1 failure or outage exceeds or is anticipated to exceed fifteen minutes from the time the basic emergency service provider becomes aware of the outage and after notification to the PSAP, the basic emergency service provider shall implement the contingency plan of Rule 11.4 or shall:

723-29-11.5.1 Arrange to temporarily re-route 9-1-1 calls to another PSAP; or

723-29-11.5.2 Arrange, with the cooperation of the basic local exchange carrier to route 9-1-1 calls to a local telephone number; or

723-29-11.5.3 Provide another mutually agreed upon temporary solution so that 9-1-1 calls can be answered until 9-1-1 Service is restored.

723-29-11.6 In the event the anticipated failure in the provision of 9-1-1 Service is in the facilities of the basic local exchange carrier, the basic local exchange carrier shall notify the basic emergency service provider that is responsible for delivering 9-1-1 calls to the PSAP for its customers. In the event the anticipated failure in the provision of 9-1-1 Service is in the facilities of the basic emergency service provider, it shall also be responsible to notify all basic local exchange carriers that will be affected by the failure.

723-29-11.7 The basic emergency service provider and the basic local exchange carrier shall have qualified service technicians on site, when necessary, within two hours or their best effort, after being notified by the PSAP of a failure of the 9-1-1 system.

723-29-11.8 If a 9-1-1 failure or outage exceeds fifteen minutes, the responsible Basic Emergency Service Provider or the responsible basic local exchange carrier shall verbally inform the Commission, in compliance with the policies adopted from time to time by the Commission to implement this Rule 11.8, within one hour outlining the nature and extent of the outage, and shall file a written report with the Commission within three business days of such outage that outlines the nature, extent, and corrective action taken.

**RULE 4 CCR 723-29-12.     REPORTS.**

723-29-12.1 Each basic emergency service provider and basic local exchange carrier shall furnish to the Commission at such time and in such form as the Commission may require a report in which the provider or carrier shall specifically answer all questions propounded regarding the implementation, usage, availability, 9-1-1 failures or outages, cost of providing, and

such other information relevant to the provision of this service. These reports shall be provided at regular intervals, to be determined by the Commission, and on a form approved by the Commission.

723-29-12.2 Periodic or special reports concerning any matter about which the Commission is concerned relative to the provision of 9-1-1 services, such as the failure or outages of 9-1-1 services, shall be furnished in a manner determined by the Commission and on a form approved by the Commission.

723-29-12.3 Each basic local exchange service carrier and basic emergency service provider shall report to the Commission its progress in the implementation of basic emergency service in each local exchange area of the State. Such report shall be filed with the Annual Report.

**RULE 4 CCR 723-29-13. ADVISORY TASK FORCE.** The Commission shall establish an Advisory Task Force. The Advisory Task Force shall include, by way of example, the following representatives: consumer groups, governing bodies, basic local exchange service providers (including independent telephone companies, resellers of basic service, competitive access providers, and wireless service providers), providers of basic emergency services,

customers of basic emergency service, and ALI database providers. The purpose of the Advisory Task Force is to provide oversight of the statewide implementation of basic emergency service. The Advisory Task Force shall make future recommendations and report to the Commission regarding, among other things, development of database formatting standards and processes to facilitate the transfer of ALI data, and generally regarding the implementation of 9-1-1 services in Colorado. The Commission Staff shall be responsible for administering the Advisory Task Force and facilitating its meetings and agenda. The Advisory Task Force shall evaluate alternate technologies, service, and pricing issues related to implementing statewide 9-1-1 services in a cost effective fashion. The Commission Staff shall provide periodic reports to the Commission on the implementation of 9-1-1 services statewide.

No later than January 1, 1998, the Task Force shall:

723-29-13.1 Submit a report to the Commission identifying how or whether multiple providers of basic emergency service can provide 9-1-1 service without adversely impacting the public. The task force shall consider 9-1-1 service quality and the cost of 9-1-1 service to the PSAPs, both urban and rural, and to end



use customers of 9-1-1 service in developing its report and recommendations.

723-29-13.2 Investigate and report to the Commission the impact on PSAPs of wireless providers.

723-29-13.3 Investigate and report to the Commission the development of new 9-1-1 technologies.

723-29-13.4 Study and report to the Commission on the overall costing, funding and billing issues of providing 9-1-1 service, including the 9-1-1 surcharge, tariffs, and PSAP equipment costs.

723-29-13.5 Monitor and report to the Commission on the FCC Notice of Proposed Rulemaking (CC Docket No. 94-102) on compatibility of PBX equipment and wireless services with E 9-1-1 systems, or any similar FCC proceedings that may affect 9-1-1 services.

**Rule 4 CCR 723-29-14. NENA DATA STANDARDS.** The National Emergency Number Association ("NENA") standards for Recommended Formats For Data Exchange (NENA-02-001, adopted June 1993), Recommended Protocols For Data Exchange (NENA-02-003, adopted June 1993) and the NENA Recommended Standard For Street Thoroughfare Abbreviations (NENA-02-002, adopted September